

Improving the Continuity of Care: The ISAR - Telematics European Project

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The Continuity of Care

ISAR-Telematics (ISAR-T) specifically focuses on the following question: « how can continuity of care be ensured, by means of Telematics, between an hospital and its partners? » We can consider three partners to an hospital: partners within the hospital, other hospitals, General Practitioners. These partners must benefit from INTEGRATED services, carefully EVALUATED and TRANSFERABLE from one side to another in Europe.

ISAR-Telematics Consortium

ISAR-T will identify, prototype and evaluate a kernel of Telematics Applications geared at offering services within hospitals, between hospitals, and between hospitals and General Practitioners, to support the continuity of care and enhance its quality and control cost.

ISAR-T is part of the strategy of five european regions in five countries and the Prime Contractor is one of them, namely the CHRU (University Hospital) of Lille (F). So, ISAR-T aims at producing results that are useful, effective, practical and exploitable all over Europe by hospitals and General Practitioners. Concerned regions are: The Région Nord-Pas de Calais in France, The Turku district in Finland, The Nijmegen region in Netherlands, The Lisbon hospitals in Portugal, The Tournai Hospitals and one Brussels University (U.L.B.) in Belgium.

The Activities of the Consortium

The activities of the consortium will:

- Be precisely tuned to the detailed needs and constraints of the users: elicitation of explicit and implicit user requirements is a key activity in ISAR-Telematics.
- Conciliate both local effectiveness and universality of solution structures: common methodological and evaluation activities will

support the identification of common issues and development of generic solutions; common application kernels will be prototyped in the domains concerned: inter-hospitals and inter GP-hospitals services.

- Live up to quality standards: a continuous quality evaluation methodology will be developed in ISAR-T, to support the activities of all partners throughout

Expected Results

The ISAR-Telematics Consortium will provide a complete definition of the needs and requirements of the physicians for a better communication of information. The five national groups work together to find a common kernel of applications that will meet the users needs in each country, independently of the healthcare organisation or reimbursement systems that are different from one to another nation.

This kernel of applications will be prototyped in two directions:

1. Communications of multimedia documents between the healthcare organisations or practitioners using E.D.I., E-mail, Workflow, Images transmission...
2. Professional Information servers giving access to practical services (beds availability, appointments, consultations, labs results...) or databases for a better professional exercise (Drugs adverse effects, toxics and poisons, emergencies...)

In conclusion, the ISAR-Telematics Project must help the partners in a better definition of the telematic services to be developed and organised in order to improve the continuity of medical information.

Aknowledgements

ISAR-Telematics is an European Project (A-1027) of the Health Telematics Program supported and funded by the European Union.